

**Agenda of the Sixty fourth Meeting of the Communications Consumer Panel,
held at Riverside House, London, 17 February 2010**

1. Declaration of members' interests
2. Minutes of the meeting on 20 January 2010 and matters arising
 - 2.1 Updated action points
 - 2.2 Forward Plan 2010
3. Post Granada switchover
4. Panel review of Complaints Handling
5. Ofcom – Mobile Merger Issues
6. Ofcom - Consumer Affairs Update
7. Work Plan 2010/11
8. Ofcom – A Review of Consumer Complaints Procedures
9. Ofcom – Next Generation Broadband
 - Wholesale Local Access Market Review
 - Wholesale Broadband Access Review
10. Any Other Business